



# ISO 20000 Auditor

2 days

## DESCRIPTION

A two day course leading to the *itSMF* accredited ISO 20000 Auditor certification designed for persons wishing to conduct internal ISO 20000 audits or external certification audits for Registered Certification Bodies (RCBs).

*Note: The course is designed to prepare participants for the itSMF ISO 20000 Auditors examination. Internal auditors involved in preparing clients for ISO 20000 certification may find the ISO 20000 Consultancy Certificate more appropriate. Delegates are advised to review the course description for the ISO 20000 Consultants to ensure they select the appropriate course(s).*

## OBJECTIVES

- ✓ To prepare participants for the *itSMF* ISO 20000 Auditors certificate.
- ✓ To enable participants to identify the requirements for an organisation to be compliant with Part 1 of the ISO 20000 standard
- ✓ To identify the objective of each Service Management process and know the key elements of each process
- ✓ To identify the requirements of Part 2 of the ISO 20000 standard.
- ✓ To understand the roles of the RCB and other stakeholders.
- ✓ To understand how an ISO 20000 audit is prepared and conducted.
- ✓ To understand the scope of ISO 20000 to enable the participant to be able to identify eligibility for the standard.

## PRE-REQUISITES

The course is designed for employees (or contractors) of an RCB who is ISO9000, BS7799 or TickIT certified or have three years general IT audit experience. It is also suitable for those performing internal audits within an organisation. Additionally a good level of knowledge of ITIL Service Management (to at least Foundation level) will be advantageous.

*Candidates intending to attend both ISO 20000 Auditor and Consultant courses are recommended to take the Auditor course first.*

## STRUCTURE

This intensive, interactive workshop consists of formal lecturing, discussions, exercises, presentations and test examination questions.

On the last afternoon of the course there is a 25 question multiple choice examination of one hour.

*Note: a copy of parts 1 and 2 of the ISO 20000 standard is provided*

## CONTENTS

- ✓ Introduction to Service Management
- ✓ Introduction to ITIL
- ✓ The link between ITIL and ISO 20000
- ✓ Reasons for the ISO 20000 standard
- ✓ History of the standard
- ✓ Part 1 – detailed review of the standard identifying what must be in place for an organisation to be compliant with the standard.
- ✓ Part 2 – a review of the key areas where Part 1 and Part 2 differ, Part 2 being 'advice and guidance', whereas Part 1 is 'musts'.
- ✓ Both Part 1 and Part 2 cover the following elements of the Standard
  - Introduction and overview
  - Scope, terms and definitions
  - Requirements for a management system
  - Planning and implementing service management
  - Planning and implementing new or changed services
  - Service delivery processes
  - Relationship processes
  - Resolution processes
  - Control processes
  - Release processes
- ✓ The role of the RCB
- ✓ Scoping criteria
- ✓ Toolsets
- ✓ Justification for adopting the standard
- ✓ Examination practice, technique, hints & tips
- ✓ The ISO 20000 Auditor exam. (results will be forwarded to candidates within four weeks of the exam)

For further details or for reservation, please email to [info@opsys.be](mailto:info@opsys.be)